



PHARMACY SERVICES

Office of the Medical Director

Contact the Editor: Pharmacy@dmh.lacounty.gov

The Pharmacy Connection

A forum for pharmacy related news and updates for DMH programs

December 8, 2014

A Message from Gerald Ko, Pharm.D.

Happy Holidays from Pharmacy Services! As the year draws to a close and our OrderConnect rollouts are nearing completion, we would like to thank all of our providers for their participation and feedback during our challenging transition to E-prescribing. Both our knowledge of best practices and the OrderConnect application continues to evolve during this implementation period. In this issue I'd like to highlight some updated usage tips for OrderConnect users and support staff.

ReOrdering of Prescriptions

By December 31st, 2014, a new drug database to replace the current list of searchable medications will be loaded into OrderConnect. Drug data will now be provided by Micromedex and providers will notice a change in clinical information for drug interactions and in patient care leaflets. This will also impact your ability to "ReOrder" certain medications (when clicking the ReOrder symbol on the current medications screen). You will notice a "buster" sign next to medications whose drug names have been affected by this change. For these medications, instead of clicking on the ReOrder symbol and "Go", you will need to re-enter them as new prescriptions when refills run out.

Compatibility View

If you receive the message "You are using an incompatible version of Internet Explorer" when attempting to use OrderConnect, have no fear. Many users have not been able to load OrderConnect due to a recent DMH-wide upgrade to Internet Explorer 10. In order to properly load a compatible version it simply click on the "Compatibility View" icon, located to the far right of the address bar on the top of Internet Explorer. The "Compatibility View" icon resembles a torn piece of paper:

Resending of Prescriptions

During earlier rollouts, many users were trained to "resend eRX's" via the "Print Administration" screen. For example, if the incorrect pharmacy was chosen, users were informed that RX's may be re-eRX'd to another pharmacy. We have now learned that this function no longer works. If you need to redirect a prescription to another pharmacy, please print out a copy and fax it to the new pharmacy. To print out a copy, click on the "Print" button at the top of the "Current Medications" screen. Find the prescription you want to print, and click on the "Order" checkbox. Ensure "Print" is selected from the dropdown list next to the "Go" button, and click on "Go". You will then be able to print a copy of the RX and fax to the correct pharmacy.

Lab Orders

This update is mainly for staff responsible for processing of printed lab order forms. Due to issues with payors and billing, DMH is now requesting that financial/lab staff attach a printout of the Medi-Cal eligibility verification from the Medi-Cal website for all clients to the printed lab order, rather than handwrite the Medi-Cal CIN#. For clients with no SSN or CIN, please write "DMH PAY" on the lab order.

Lab Results Notification

With the next upgrade to OrderConnect, providers will now be made aware of newly available lab results for their clients via a notification at the top of the screen in OrderConnect. The notification will appear as "Lab: #", where the number signifies the number of clients for which new lab results have arrived electronically. To view these lab results, it is anticipated that you may click on the "#" which will direct you to the "Lab Results Administration" Screen and should default to your list of clients.

As always, should you encounter any issues with OrderConnect do not hesitate to contact the OrderConnect team at OrderConnect@dmh.lacounty.gov. Once again, Happy Holidays to all!

To access previous bulletins, go to the DMH Pharmacy webpage: http://dmh.lacounty.gov/wps/portal/dmh/clinical_tools/

